

## Justice Institute of British Columbia COURSE OUTLINE

**Course Code:** FLL195/196  
**Course Title:** Frontline Leadership Course  
**Prerequisite Courses:**  
**Sponsoring Division:** Corrections and Community Justice Division  
**Previous Course Code & Title:** CORMGMT017 and CORMGMT018  
**Course Effective Date:**

<b># of Credits:</b>	<b>3</b>
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**Course Description:** The 6-day Frontline Leadership course is targeted toward frontline supervisors in the public health, safety and justice fields. Participants will be provided with a theoretical background and the practical skills to handle a variety of issues that they face at some point in their role as a supervisor.

The course is based on the behaviour-modeling concept. Participants will gain knowledge through a combination of theory, video demonstrations and discussions, and will practice the skills in role-plays based on their own personal work related issues and challenges. The course consists of 12 modules, divided into two parts, each three days long. Participants will have time to practice their skills between the two sessions and thereby reinforce the learning. The two parts are usually separated by a one-week period. Both parts must be completed in order to receive course credits.

The course fee covers the entire course.

### Course Goal(s):

At the completion of the 6-day (42 hour course), the participant will be able to:

- Use the basic principles for effective interpersonal relationships; provide constructive feedback when dealing with a variety of performance issues and the use of an effective supervisory style

### Course Learning Objectives:

Upon successful completion of this course, the learner will be able to:

1. Identify the basic principles for an effective interpersonal relationship
2. Describe the process for providing constructive feedback to improve an individual's performance and for motivation
3. Identify various supervisory styles and how to match the appropriate supervisory style with a staff member's development level to maximize the effectiveness
4. Describe the steps for effective coaching
5. Explore various problems solving techniques
6. Describe the appropriate steps for taking corrective action

7. Explore various team players styles and their strengths and weaknesses in team work situations
8. Identify strategies for dealing with emotional behaviours
9. Describe motivational methods
10. Analyze and practice real life scenarios

**Course Topics/Content:**

- Basic Principles as a foundation for effective interpersonal relationships
- Giving constructive feedback
- Supervisory roles and styles
- Establishing performance expectations
- Effective listening skills
- Coaching for optimal performance
- Problem Solving skills
- Taking corrective action
- Team work
- Dealing with emotional behaviours
- Recognizing positive results

**Text and Resource Materials:** Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

**Required:**

All course materials provided and included in the course fee

**Recommended:**

**Course Level:**

x	First Year		Second Year		Third Year		Fourth Year
	Other (describe):						

**Equivalent Course(s) within the JIBC:**

**Class Delivery Methods:**

Some courses are delivered using a range of methods within one class (course section) or alternative methods in different classes. Please outline the most common delivery options used for this course. The total class hours should be the same for each option.

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	42			
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				

<b>Total Class Hours</b>	42			
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**Comments on Delivery Methods:**

**Related Program(s):** (where applicable)

**Credit Transfer exists at:** (List Institutions with official transfer agreements and name equivalent courses)

**Course Grading System:**

*Check the system that applies to this course:*

<input type="checkbox"/>	Letter Grades	<input type="checkbox"/>	Percentage	x	Pass/Fail	<input type="checkbox"/>	Credit/No Credit
<input type="checkbox"/>	Complete/Incomplete	<input type="checkbox"/>	Attendance Only		Not Applicable		

<b>Passing Grade:</b>	
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*JIBC Standard Grading Scale for Letter, Grade Point and % Grades:*

Letter Grade	Grade Points	% Range
A+	4.33	90-100
A	4.00	85-89
A-	3.67	80-84
B+	3.33	76-79
B	3.00	72-75
B-	2.67	68-71

Letter Grade	Grade Points	% Range
C+	2.33	64-67
C	2.00	60-63
C-	1.67	56-59
D	1.00	50-55
F	0.00	0-49

**Evaluation Activities and Weighing:** (complete the %'s which apply – total must equal 100%)

Final Exam	%	Assignments	x	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	x	Other	x
Quizzes/Test	%	Simulations	x	Practicum	%	TOTAL	100%

**Comments on Evaluation:**

Criterion-referenced evaluation

**Other Course Guidelines, Procedures and Comments:**

To receive a Pass, the following is required:

- 100% attendance and active participation
- Completion of required role-plays with self-assessment and feedback from instructor and peers
- An assignment based on course standards
- An action plan for themselves.

A percentage is not attached to the assignment, however feedback will be given.

Participants who miss any module of the course must complete the missed module to receive a Pass.

**View the Justice Institute of BC Policies listed below at:**

<http://www.jibc.bc.ca/studentServices/main/AcademicServices/policies.htm>

Access Policy  
Harassment Policy  
Prior Learning Assessment Policy  
Student Code of Conduct

Academic Appeals Policy  
Intellectual Property Rights Policy  
Research on Human Subjects: Ethics  
Student Records